

## 2019 Gas Performance Reporting Datasheets - Distribution

Distributor: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2018-2019

| Customers & customer connections |  |                    |      |   |
|----------------------------------|--|--------------------|------|---|
| Indicator No.                    | Description  | Basis of Reporting |      | Comments  |
|                                  |  | Number             |      |   |
| D1                               | Total number of new connections provided   | 27                 |      | 16 - Oyster Harbour, 11 Rapids Landing                              |
| D2                               | Total number of new connections that were not provided on or before the agreed date  | 0                  |      |   |
| D3                               | Percentage of new connections that were not provided on or before the agreed date    |                    | 0.0% |   |
| D4                               | Total number of reconnections provided   | 1                  |      |   |
| D5                               | Total number of reconnections that were not provided within the prescribed timeframe | 0                  |      |   |
| D6                               | Percentage of reconnections that were not provided within the prescribed timeframe   |                    | 0.0% |   |
| D7                               | Total number of connections on the distribution system(s)                            | 1071               |      | 221 Oyster Harbour, Rapids Landing 168, Riverslea 399, Leinster 283 |

| Gas consumption |  |                    |                                     |
|-----------------|--|--------------------|-------------------------------------|
| Indicator No.   | Description  | Basis of Reporting | Comments                            |
|                 |  | Number             |                                     |
| D8              | Gas consumption - residential connections (GJ)     | 8563               |                                     |
| D9              | Gas consumption - non-residential connections (GJ) | 51                 | Rapids Landing Primary School usage |
| D10             | Unaccounted for gas (GJ)                           | 557                |                                     |

| Leaks         |   |                    |            |
|---------------|---|--------------------|------------|
| Indicator No. | Description   | Basis of Reporting |            |
|               |   | Number             | Percentage |
| D11           | Number of leak repairs to HP, MP and LP mains       | REFER TABLE 1      |            |
| D12           | Number of leak repairs to HP, MP and LP connections | REFER TABLE 1      |            |
| D13           | Number of leak repairs to HP, MP and LP meters      | REFER TABLE 1      |            |

**Table 1 - Number of leak repairs**

|             | No. of leak repairs |                 |               | Comments   |
|-------------|---------------------|-----------------|---------------|--|
|             | Low pressure        | Medium pressure | High pressure |  |
| Mains       |                     | 15              |               | Leinster network isolation valve replacement program in May/June resulted in 12 mains leaks repaired |
| Connections |                     | 13              |               | Leinster leak survey identified 11 leaking connection lines which were repaired.                     |
| Meters      |                     | 4               |               |  |
| Totals      | 0                   | 32              | 0             |  |

| Network reliability |   |                    |            |   |
|---------------------|---|--------------------|------------|---|
| Indicator No.       | Description   | Basis of Reporting |            | Comments  |
|                     |   | Number             | Percentage |   |
| D14                 | Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year | 167                |            | Rapids Landing network outages in Dec 2018 and Jan 2019 |
| D15                 | Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year   | 0                  |            |   |
| D16                 | The average percentage of time that gas has been supplied to customer premises during the reporting year                |                    | 99.726     |   |

| Complaints    |   |                    |            |  |
|---------------|---|--------------------|------------|--|
| Indicator No. | Description   | Basis of Reporting |            | Comments   |
|               |   | Number             | Percentage |  |
| D17           | Total number of complaints received   | 12                 |            | 10 complaints relating to Rapids Landing network outages |
| D18           | Number of the complaints that relate to administrative process or customer service complaints | 1                  |            |  |
| D19           | Number of other complaints  | 1                  |            |  |
| D20           | Number of connection and augmentation complaints  | 0                  |            |  |
| D21           | Number of reliability of supply complaints  | 10                 |            | Rapids Landing outages                                   |
| D22           | Number of quality of supply complaints  | 0                  |            |  |
| D23           | Number of network charges and costs complaints  | 0                  |            |  |
| D24           | Number of complaints from customers concluded within 15 business days                         | 11                 |            | 1 complaint took over 20 business days to resolve        |
| D25           | Percentage of complaints from customers concluded within 15 business days                     |                    | 91.7%      |  |
| D26           | Number of complaints from customers concluded within 20 business days                         | 0                  |            |  |
| D27           | Percentage of complaints from customers concluded within 20 business days                     |                    |            |  |

## Call centre performance

| Indicator No. | Description   | Basis of Reporting |            | Comments   |
|---------------|---|--------------------|------------|--|
|               |   | Number             | Percentage |  |
| D28           | Total number of telephone calls to a call centre of the distributor                                   | 289778             |            | This figure represents all calls to Kleenheat's Contact Centre, including NG and Electricity customers |
| D29           | Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds | 233098             |            |  |
| D30           | Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds   |                    | 80.4%      |  |
| D31           | Average duration (in seconds) before a call is answered by a call centre operator                     | 17                 |            |  |
| D32           | Total number of the calls that are unanswered   | 6422               |            | This figure includes abandoned calls over and under 30sec  |
| D33           | Percentage of the calls that are unanswered   |                    | 2.2%       |  |

| Distribution mains installed and in service                        |              |                 |               |  |
|--|--------------|-----------------|---------------|--|
| Length of in-service distribution mains by operating pressure (km) |              |                 |               | Comments   |
|  | Low pressure | Medium pressure | High pressure |  |
| Cast iron  |              |                 |               |  |
| Unprotected steel  |              |                 |               |  |
| Protected steel  |              |                 |               |  |
| PVC  |              | 8.9             |               | 133m of PVC removed from Leinster network and replaced with PE                               |
| Polyethylene (PE)  |              | 33.4            |               | Intorduction of Rapids Landing Stage 6B and Leinster repair work utilising PE instead of PVC |
| Other  |              |                 |               |  |
| Totals   | 0.0          | 42.3            | 0.0           |  |
| Number of service connections per km of gas main                   |              | 25.32           |               |  |